

**Waukesha County Communications
Dispatch Operations Commission
Meeting Minutes**

Chair Steve Marks

Co-Chair Corky Curtis

Commission Members

Don Wiemer, Jean Tortomasi, Daniel Tushaus, Dan Buchholtz, Joe Giver and Robert Rosch.

Meeting Date: 09/08/08 **Time:** 11:00 a.m. **Location:** EOC

Present: Don Wiemer, Richard Tuma, Sherri Stigler, Steve Marks, Robert Rosch, Corky Collins, Daniel Tushaus, Phil Horter, Joe Giver, Mike Biagioli, Jean Tortomasi, Allison Bussler and Denise Smith.

Absent: Dan Buchholtz

Approval of previous minutes:

Motion to approve Aug. 11, 2008 Minutes with one correction, made by Jean Tortomasi.

Seconded by Corky Curtis.

Motion approved unanimously.

System Update

The Consultant has spent nine hours with the CAD Advisory Committee, consisting of Fire and Police Representatives as well as Dispatchers and other interested parties. They're waiting on two documents. When these documents are received (and the IP address removed) they'll be sent to Richard, then these documents will be used in the RFP. A rough draft will be written within 30 days. Richard will provide a copy to this Committee to review, then the document will go to Purchasing, and if all goes well, the RFP should go out in November.

Radio Shop has been testing the current Spillman CAD Mobile and found mixed results. Some Agencies report it's working better than ever, while others say it's worse. At one sight they had to replace a T-1 line with microwave, and now that sight is working fine. Radio Shop will continue to test until they can narrow it down enough to get a definitive status.

Technology Committee Report & Recommendations

Mike reported that the Technology Committee did not meet this month. At next month's meeting they will discuss the upgrade of the Spillman Mobile application.

Police Protocols Committee Report & Recommendations

Robert Rosch said that Police Protocols needs an approval of the SOP-Change of Response Plans.

Motion to approve SOP Change of Response Plans made by Don Wiemer,

Seconded by Daniel Tushaus.

All in favor.

Robert Rosch informed this Committee that Police Protocols discussed the issue of questions being asked of callers by our dispatch staff. There have been complaints on the amount and types of questions dispatchers ask callers, especially Good Samaritan callers. Police Protocols was asked if the amount of questions being asked could be less for Good Samaritan callers. At the end of the meeting we took a roll call vote around the table and unanimously it was voted to keep asking the same questions as we currently are, or keep the questioning as close as we can. If someone refuses to answer those questions, fine, but they should continue to be asked. Robert Rosch added that

when information is asked, and the caller calls another time, the information is there. This can be a safety issue to the officer.

Since then, Richard and Sherri have received emails with different compromises that could be implemented regarding the questions callers are asked. Sherri gave everyone two handouts showing two versions of how questions could be asked of 9-1-1 callers. Both are titled Calls for Service: Telephone and Dispatch Procedures.

Richard said one option was to take the Complainant field and replace it with Contact Field. The Contact Field stays with the CAD event and the Complainant Field stays with the Law Records. Using Complainant Field, you need to ask more questions that the Police want for their records system and for further investigations. We want to have a compromise that works for both Police and Dispatch.

Sherri described the first handout. Incidents are not the same. Sherri would like the call taker to get the initial information needed, kick out the call, assure the caller that help is being sent, and then ask the remaining questions. Sherri asked the Committee if it is important to gather the same information from a Good Samaritan caller. Sherri gave the example of someone calling in to say there is a tire in the road. Daniel Tushaus asked if Police Protocols has reviewed this. Sherri stated that this is the first viewing of the two SOP choices.

Richard described the second handout. In cases of witnesses and victims, the current questions would be asked. For Good Samaritan callers, we'll capture only the name and the phone number. That way we'll have the information if the Police need to contact that person at a later date. Sherri added that the dispatchers should be allowed some discretion.

Steve Marks asked Robert Rosch if he feels this should go back to Police Protocols or if he feels DOC should vote on it? Robert would like Police Protocols to review the policies.

Phil Horter expressed his concerns. He also would like to bring this issue back to Protocols. Phil thinks the "Good Samaritan Caller" is too broad. He likes the first handout which suggests getting the immediate information from the caller, dispatch the call, go back to the caller and assure them that help is being sent, and then obtain the other information. Phil suggests we try this for three to six months, and see if the complaints have stopped, then decide how it's working.

Corky Curtis commented for the Fire side. He said he understands that the information gathered is important, but he gets the opportunity quite often to hear the other side. Corky said that he was told by a high profile Waukesha County Attorney, that this Attorney would not make another Good Samaritan 9-1-1 call ever again; because he felt as if he was interrogated with all the questions he was asked. Joe Giver added that we're a 9-1-1 Center and we take care of the 9-1-1 calls in a timely fashion. He expressed concern that we are asking the Dispatchers to go from 9-1-1 Dispatchers to Police Investigators, and does not feel that is appropriate. He asked what APCO recommends. Richard answered that APCO recommends we don't ask information that isn't necessary for dispatching the call. APCO used the term "Good Samaritan" in their report, and explained that you discourage Good Samaritan callers when you ask them information they feel is intrusive. Richard said he contacted between 18 and 19 Centers and asked them what questions they ask their 9-1-1 callers. He received about nine responses, and found most don't have an SOP regarding questions being asked of 9-1-1 callers. Of those that had SOPs, they all only asked for the name and phone number (sometimes the caller's address). Richard said these questions about the caller are important on the Police side but are not needed to Dispatch the call. Joe Giver asked if the information can be retrieved at another time other than while the person is calling 9-1-1. Richard said the information could be retrieved when the Police do their investigation.

Don Wiemer asked Richard if this problem will go away when we get a new CAD System. Richard answered that he hasn't seen a CAD system on the market that has fields for capturing the kind of data we currently capture. They have a field for the name, the caller's location and phone number. What we have with Spillman is a combination of a CAD system and a Law Records System. When we dispatch with the new system we'll be able to only capture the caller's name and phone number, fields that are associated with the dispatch function, not a records system. The information from the CAD will be imported into the Law Records side. Richard won't know how that's going to be accomplished until he meets with the different vendors, as this will vary from system to system.

Don Wiemer said this issue moved forward last month due to information which came out of the Brookfield Report. Don attended the Police Protocols meeting and was told during that meeting by Captain Horter that the Brookfield Report is not an Official Report. Therefore, Don doesn't know what we were acting on at the previous DOC meeting a month ago. Dan Tushaus responded that the Brookfield report was making reference to the dispatchers complaining about the amount of questions being asked, not Brookfield. Dan provided copies of the minutes of a public safety committee meeting held in Brookfield regarding this report to provide further clarification of what was discussed. Dan would like to make a motion to send this back to Police Protocols. He indicated that this information is pertinent to Police, and they need it as an end user. Dan thinks the issue is a training issue. Richard said the comments made at the DOC meeting stated that Brookfield listened to calls for their report, and the report showed 70% of the people expressed frustration at being asked their information and another 20% hung up when asked all the questions. The County Executive, Richard, and even Tom Hefty, when he acted as County Executive, received complaints.

Allison Bussler heard some questions and/or rumors that the County Executive's Office is going to come in and make a decision about whether or not we would continue to ask all the information of callers. Allison stated that was not true, indicating that the County Executive wants DOC to make the decision. Allison indicated that yes, the County Executive has received calls complaining about the questions, but states complaints have also come from The We Can Group, the APCO Study, and Tom Hefty. Allison went on to state that the very intelligent citizens of our County and outside groups have spent time looking at this and are questioning why we are asking all these questions...especially when APCO, the experts, specifically state not to ask these questions. Allison pointed out that when we look at other large departments and they are not asking the questions, it seems the best management practice is not to ask those questions. If we're going to go against those best management practices, we want to know why we're unique here. Dan Tushaus disagrees. He feels it is best management practice to get the calls out quickly, but does not see the harm in trying to get the information after the call has been dispatched. He said if you talk to just about any PSAP in this County other than this one, they get that information. Dan said every single one of them gets the information because he's asked. Richard disagrees. He asked Linda Dane of the New Berlin Police Department, and she said they don't have anything in their policy to address that. Dan said he asked their Chief and was told they get the information. Richard replied the person in charge of the Dispatchers are saying there's no policy on it but it depends on the call, and if the caller is intimately involved the dispatcher will attempt to get the information, but on other calls they typically don't.

Steve Marks asked if we had a Motion on the table from Chief Tushaus to bring this back to Police Protocols.

Motion to send both versions of the SOP Calls for Service: Telephone and Dispatch Procedures to Police Protocols made by Dan Tushaus.
Seconded by Steve Marks.

Don Wiemer said that Police Protocols doesn't want to see anything changed; that they want to keep things as they currently are. They don't want to deal with it, and they'll send it back to DOC. Robert Rosch said Protocols has to deal with it. It was made clear at the Police Protocols meeting that Police Protocols makes recommendations to the DOC, and DOC has the final say. They were also told DOC could overrule and completely change a recommendation. Robert wants both sides to reach a compromise and not be unreasonable.

Five in favor.

Don Wiemer Opposed.

Fire Protocols Committee Report & Recommendations

Nothing to report.

Richard asked if the DOC meetings could change the start time to 11:00 a.m. All but one person who attended agreed. The remainder of the DOC meetings will begin at 11:00 a.m.

Dan Tushaus would like to see the Agenda be as specific as possible. Richard responded that it was the decision of Corporation Counsel to keep the Agenda simple. They advised if you get too specific, then that's all you can talk about at the meeting and you can't take action on anything not on the Agenda. Don Wiemer would also like to see

the Agenda more formalized. Richard will talk with Corporation Counsel, and provide their recommendation at the next meeting.

Motion to adjourn at 11:58 a.m. made by Dan Tushaus.

Seconded by Corky Curtis.

All in Favor.

The next DOC meeting will be Oct. 13 2008, at 11:00 a.m. at WCC.

Waukesha County Communications

Minutes approved by:

Name: _____